

Script 2

Instructions: Switch roles with your partner. Read the scenario and role-play the script.

Scenario: An LVL has just completed a TA visit and is talking to the vendor about the condition of the fresh produce.

LVL	<i>As I completed my TA visit today, I noticed your bananas are a bit too overripe. Do you have some fresher bananas in storage that you can put out instead of these?</i>
Vendor	<i>They're not too ripe. Those brown spots won't hurt anybody.</i>
LVL	<i>It's important that the WIC participants have fresh, healthy foods to buy.</i>
Vendor	<i>If I throw these away I lose money.</i>
LVL	<i>I'm afraid nobody will want to buy these so you will be losing money anyway. If you display bananas that are fresh and yellow, you may have more customers buying bananas before they go bad.</i>
Vendor	<i>I can't throw them away. I won't meet the MSR.</i>
LVL	<i>Unfortunately, these bananas don't fulfill the requirements of the MSR anyway. I can't count these as "fresh yellow bananas."</i>
Vendor	<i>Bananas ripen too fast. I can't change that. They're OK.</i>
LVL	<i>I have a list of resources that might help you. There is information on these websites that explain the best way to store and handle fruits and vegetables. There are ways to keep them fresh longer. Would you like a copy of this list?</i>
Vendor	<i>Yeah, I guess so. Can you find me a distributor that can deliver better bananas?</i>
LVL	<i>On this resource list you will also find local networks that may have the information you need. Some vendors join a network. Using the network resources, they are able to fulfill several of their business needs.</i>
Vendor	<i>But what if I replace these bananas and they just go bad, too?</i>
LVL	<i>I suggest that you hang a few signs around your store with beautiful pictures of delicious fresh yellow bananas. That might make your customers hungry for bananas and they will want to buy them for their families.</i>
Vendor	<i>Thanks. Next time I'll have better bananas.</i>
LVL	<i>Excellent! I'm sure you will find that your customers will buy your fresh bananas. You may even have more people shopping here.</i>